



JOB DESCRIPTION

Position Title: **Associate Technician**

Working Title: **Community Assistance Specialist I**

Class Code: 3012
2002

Non-Exempt

EEO Code: 05

Effective Date: August 29,

Major Function

Technical work interviewing applicants to determine eligibility for Community Assistance programs.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Interview applicants applying for assistance to determine eligibility, nature, and amount of assistance needed. Coordinates with and refers applicants to other agencies to obtain benefits for which applicants may qualify.

Determines applicant eligibility for services, including immediate assistance from Community Assistance Programs including food vouchers, tuberculosis hospitalization, minor medical care, rent assistance, utility assistance, prescription medicine, and transportation to and from state hospital, and burials.

Records and verifies information received from applicants by contacting employers, landlords, other community assistance agencies, and related program sources. Maintains applicant confidentiality.

Applies eligibility standard policies and procedures to determine eligibility for assistance.

Types, files and establishes records of applicants interviewed, and records referrals of applicants to other agencies.

Conducts home and site visits as may be necessary. Make presentations to community groups on services provided by Community Assistance Division as required.

Assist with the preparation of monthly statements and reports, quarterly reports, and direct services. Assists with division clerical duties as needed.

Assists in training of new members on the aspects of the programs and operation of the Community Assistance Division. Attends meetings, seminars, and training programs as necessary.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Considerable knowledge of rules and regulations governing eligibility for public assistance benefits administered under various governmental assistance programs. Knowledge of medical services available at public health, hospital and private medical facilities. Knowledge of the functions and activities of private and public assistance agencies.

Ability to establish rapport with the applicant and to establish an effective working relationship with clients and various organizations within the community. Ability to communicate effectively both orally and in writing.

Skilled in the use of personal computers, mainframe programs applications, typewriter, and other office equipment.

High School Diploma and two (2) years experience in Community Assistance Programs, interviewing applicants for program eligibility, or a related field involving extensive work with the public; or an equivalent combination of related training and experience.

Must possess and maintain a valid Florida Driver's License.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

Work is generally performed in an office setting with occasional visits to applicants to verify information taken during the intake process.

